

**Công ty Cổ phần Navigos Group Việt Nam.**

*Địa chỉ:* Tầng 20, E Town Central, 11 Đoàn Văn Bơ, Phường 12, Quận 4, TPHCM.

*Thời gian làm việc:* 9 am – 6 pm (thứ Hai đến thứ Sáu).

*Vị trí tuyển dụng:* **Chăm sóc Khách hàng (Fresher, Back-office)**

*Mức lương:* Trao đổi khi phỏng vấn.

**Job Description:**

Customer Care Representative is an interesting and challenging opportunity for who is finding happiness to add values to others. This position opens for fresh graduated candidates who is dedicated in customer service, have proven ability to deal with problem in a calming manner, possess positive service mindset with a clever communication.

As a Customer Care Representative at Vietnamworks, you will directly report to Customer Care Specialist and will be her second in charge in fulfilling given tasks to create exceptional experience to VietnamWorks customers. In a return, the Customer Care Specialist is responsible for on-the-job training, mentoring and coaching you to develop your career path.

Your mission is to bring "WOW Service" to customers mainly via email & computer system:
1. Customer Experience:
- Trouble shoot problems happen to customers on website
- Support & improve customer experience via live chat, email, hotline.

2. Customer Satisfaction:
- Proactively study jobs online and advise to help customers recruit effectively.
- Search matching CVs with Job Description from database to increase customers’ satisfaction

3. Customer Engagement:
- Participate in creating HR contents such as recruitment tips, hiring advices, attract and retain talent.

4. Service Excellence Culture:
- Generate and in charge of some initiatives to promote and strengthen company’s service culture.

5. Special projects:
- Assist in ad-hoc projects such as: screening candidate's profiles, phoning candidates to update their CV…
- Support users for E-Learning platform via hotline, live chat and email.

\*\*\* May require to work in night shifts and on Saturday
\*\*\*Support Sales & Customers mainly through email & computer system.

**REQUIREMENTS:**

- Fresh-Graduated.
- Prefer Female.
- Have strong objective to follow Customer Service as long-term career.
- Find happiness in supporting others with calming manner.
- Be patient, careful & detail oriented.
- Able to work under high pressure.

*\*\*\*Benefits:*
- Chance to learn and get experience from International environment and the #1 recruitment website in Vietnam.
- Receive on-the-job training, mentoring and coaching from Senior Customer Care Specialist to develop career path.
- Interesting training program: Time Management, Problem Solving, Service excellent culture…
- Various Exciting Team activities: Team building, Company trip, Annual party…
- Be entitled to at least 15 days of annual leave.
- Performance and salary review twice a year.